

AUG 24 2005

PATENT

Docket No. RSW920000026US1

**EXPEDITED PROCESSING -  
RESPONSE TO FINAL REJECTION****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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**APPLICATION NO.** 09/592,387  
**FILED:** June 12, 2000  
**CASE NO.** RSW920000026US1

Confirmation No. 5014  
Examiner: T. Chuong  
Group Art Unit: 2179

**TITLE:** USER ASSISTANCE SYSTEM

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that this correspondence, along with any paper indicated as being enclosed, are being facsimile transmitted to Examiner T. Chuong in Art Unit 2179 to 571.273.8300 on August 24, 2005.

August 24, 2005  
Date

*Lynn M. White*  
Lynn M. White

Commissioner for Patents  
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**REQUEST FOR RECONSIDERATION UNDER 37 C.F.R. §1.116  
IN RESPONSE TO THE EXAMINER'S FINAL ACTION MAILED MAY 9, 2005**

Sir:

This is in response to the final Office Action mailed May 9, 2005, having a period for response set to expire on August 9, 2005. A Petition extending the period for response for one month, to September 9, 2005, is enclosed in duplicate. The following remarks are respectfully submitted.

Remarks begin on page 2 of this paper.